

CLAIMS

What is claimed is:

1. A method for enabling remote diagnosis of an active application and its related environment on a client computer from a support location, comprising the steps of:
requesting a diagnostic information package relating to the active application;
collecting the diagnostic information package relating to the active application, using a procedural interface that programmatically collects the diagnostic information package; and
sending the diagnostic information package to the support location in response to the request for the diagnostic information package.
2. A method as in claim 1, wherein the step of collecting the requested diagnostic information package further comprises the step of collecting information about configuration of the active application, application resources, and system resources used by the active application.
3. A method as in claim 1, further comprising the step of enabling a user to send the diagnostic information package relating to the active application to the support location.
4. A method as in claim 1, further comprising the step of enabling a support person to request the diagnostic information package relating to the active application.
5. A method as in claim 1, further comprising the step of enabling an automated system to request the diagnostic information package relating to the active application.
6. A method as in claim 1, further comprising the step of utilizing a support tool located at the support location for displaying and interpreting data from the diagnostic information package.

7. A method as in claim 6, further comprising the step of enabling a support person to use the support tool to diagnose and interpret the diagnostic support package for the active application and its related environment.

8. A method as in claim 6, further comprising the step of sending files to the client computer to repair a problem diagnosed with the active application.

9. A method as in claim 1, further comprising the step of coupling a procedural interface to a plurality of active applications.

10. A method as in claim 1, further comprising the step of using a support tool located at the support location to allow a support person to interpret the diagnostic information package.

11. A method as in claim 1, further comprising the step of defining data formats and diagnostic information uniformly for each of a plurality of active applications.

12. A system for enabling a support person at a support location to remotely diagnose an active application and its related environment on a client computer, comprising:

a procedural interface, couplable to the active application, wherein the procedural interface enables the collection of a diagnostic information package concerning the active application and its related environment, the procedural interface further comprising:

a communications component, associated with the procedural interface, configured to enable transfer of the diagnostic information package to the remote support location.

13. A system as in claim 12, wherein the diagnostic information package further comprises information about the configuration of the active application, application resources, and system resources used by the active application.

14. A system as in claim 12, wherein the diagnostic information package has uniformly defined data formats and diagnosis information for each active application.
15. A system as in claim 12, further comprising a support tool located at the support location to allow a support person to interpret the diagnostic information package.
16. A system as in claim 1, further comprising a single procedural interface that is coupled to a plurality of active applications.
17. A system as in claim 1, further comprising a plurality separate instances of the procedural interface that are coupled to each of a plurality of active applications.
18. A system for allowing support personnel at a support location to remotely diagnose an active application and its related environment on a client computer, comprising:
- a procedural interface, associated with the active application, having pre-defined diagnosis queries and functions to retrieve information regarding operability of the active application;
 - a data collection component, coupled to the procedural interface, configured for combining and formatting the information received from the pre-defined diagnosis queries and functions into a diagnostic information package;
 - a communications component, associated with the procedural interface, configured to control transferring of the diagnostic information package to the support location; and
 - a remote support tool, configured for receiving and displaying the diagnostic information package transferred by the communications component, having a user interface that is accessible to the support personnel.

19. A software support system as in claim 18, wherein the remote support tool is used by the support personnel to view the diagnostic data package and identify problems in the active application.

20. A software support system as in claim 18, wherein the procedural interface enables changes to the configuration of the active application, application resources and the system resources that the application is using.

21. A software support system as in claim 18, wherein the diagnostic data package has defined uniform data formats and diagnosis information.

22. A software support system as in claim 18, wherein a user activates the transfer of the diagnostic data package that is sent to the support location.

23. A software support system as in claim 18, wherein support personnel activate a transfer of the diagnostic data package through the remote support tool.

24. An article of manufacture, comprising:

a computer usable medium having computer readable program code means embodied therein for enabling remote diagnosis of an active application and its related environment on a client computer from a support location, the computer readable program code means in said article of manufacture comprising:

computer readable program code means for requesting a diagnostic information package relating to the active application;

computer readable program code means for collecting the diagnostic information package relating to the active application, using a procedural interface that programmatically collects the diagnostic information package; and

computer readable program code means for sending the diagnostic information package to the support location in response to the request for the diagnostic information package.